

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Benjamin A. Knott *et al.*
Serial No.: 10/766985
Filing Date: January 29, 2004
Group Art Unit: 2614
Confirmation No.: 4389
Examiner: Gauthier, Gerald
Title: *Method, Software and System for Developing Interactive Call Center Agent Personas*

COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

RESPONSE TO OFFICE ACTION

In response to the Office Action mailed March 31, 2008, Applicants respectfully submit the following amendments set forth below and request favorable action thereon.

Amendments to the Claims begin on page 2 of this paper.

Remarks/Arguments begin on page 5 of this paper.